

**April 2005**

**Service Desk 3 Month Performance Indicator**

Month (# calls)	Classification		Support Levels								
	Resolved	Unresolved	Bronze	Silver	Gold	Platinum	Platinum+	Platinum++	Diamond	LEA	Unsupported
<b>January</b> (770)	95.84% (738)	4.16% (32)	91.94% (57)	95.00% (171)	94.92% (56)	98.15% (106)	98.50% (131)	100.00% (22)	100.00% (14)	93.85% (168)	100.00% (13)
<b>February</b> (376)	94.95% (357)	5.05% (19)	96.00% (24)	95.35% (82)	93.75% (30)	95.45% (42)	88.89% (48)	85.71% (6)	100.00% (1)	97.54% (119)	100.00% (5)
<b>March</b> (370)	92.16% (341)	7.84% (29)	100.00% (24)	91.89% (68)	81.82% (27)	94.44% (17)	88.89% (40)	100.00% (7)	100.00% (4)	93.21% (151)	100.00% (3)